



northAmerican.

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DEPT. OF TRANSPORTATION
DOCKETS

2004 MAY - 3 P 2:26

The Honorable Annette M. Sandberg, Administrator
Federal Motor Carrier Safety Administration
400 7th Street SW, Room MC-ADM11000
Washington, DC 20590

Dear Administrator Sandberg,

As a small business moving and storage agent for North American Van Lines, Inc., I am writing to let you know that it will be difficult, if not impossible, for my company to comply with all of the new household goods consumer protection regulations that are scheduled to become effective on May 5, 2004.

Our company's management, sales force and drivers are now working at full capacity to service the high demand for moving services during this year's peak moving season. In fact, we expect this summer will be the busiest summer we have had since 2000. One of our main goals will be to provide prompt service to our customers. However, accomplishing that goal will be made very difficult due to the time and resources that will be diverted to educate ourselves, our sales and office staff, and our drivers, and to introduce the new or revised forms required as a result of the regulations put into effect as late as March and April of this year.

We have always followed a policy of adherence to the government's consumer protection regulations and we will continue to follow that policy. Therefore, please consider giving my company and the industry until after November of this year to comply with the new consumer regulations. More time will help us get through a very demanding moving season without diverting scarce resources and help reduce customer confusion resulting from the industry's rushed efforts to comply with the new requirements on May 5.

Your consideration is appreciated.

Sincerely,

Daniel Gert

cc: Warren Hoemann, Deputy Administrator